

EnRoute Emergency Systems, An Infor Company

Public Safety Computer-Aided Dispatch Systems



Business Challenge

With a mission to provide public safety services to its citizens, law enforcement, fire, and emergency medical agencies must respond quickly, accessing pertinent information from multiple resources to ensure the safety of the citizens that call for assistance and the responders that provide it.

An officer pulling over a car for speeding needs to know, before approaching the car, if it is stolen or registered to a potentially dangerous person. Calltakers and dispatchers in the communication centers must multi-task between establishing the nature of the call and providing the best complement of quality services, from stepping through medical protocols for a choking victim while emergency medical units are en route, to ensuring that a ladder truck, not just a fire engine, is dispatched for a multi-story building fire/rescue.

Solution Description

Whether dispatching emergency services for government agencies or scheduled services for private ambulance business, computer-aided dispatch systems improve these agencies' ability to WIN THE RACE AGAINST TIME®. These systems must be multi-faceted and provide interoperability between other systems and agencies to gain access to pertinent and often life-saving information. They must recommend the fastest route available from the road network and the most suited equipment and responders, alerting the responders to potential hazards or danger.

Value Proposition

EnRoute's design minimizes the capture and processing of incident data, as well as providing ease of access to critical information to dispatch personnel. The responder is "armed" with the best route, critical historical information for the address and nature of the call, mobile technology for silent dispatch, and communication links to state and local RMS systems. Field reporting allows the responder to capture the details of the incident and emergency procedures performed, ensuring that the information is available for immediate and future use.

Company Description

EnRoute Emergency Systems, an Infor company, is a well-respected supplier of public safety applications that meet the computer-aided dispatch ("CAD") and records management systems ("RMS") requirements of law enforcement and toll highway agencies, fire/EMS departments, and ambulance service providers.

IBM Segment

- Data Management

Business Function

- Dispatch and Records Management

Target Industry

- Government

For more information, contact:

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